

**Office of Public Health Performance Management
Webcast/Conference Call Agenda**

March 9, 2011 10-11 AM (Eastern Standard Time)

Web Address: <http://media.ihets.org/ISDH>

Call In Number: 1-866-899-5399

Participant Code: *9151728*

(You must enter the * key before and after the pass code.)

If you have trouble accessing the webcast, please contact IHETS Help desk at
317-263-8999 or 800-246-7615.

If you have trouble accessing the conference call phone line, please contact Tami Barrett at 317-233-7400.

If you have questions during the webcast, please e-mail your questions to OPHPM@isdh.in.gov

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- I. Welcome
  - a. Please sign-in by sending an email to [OPHPM@isdh.in.gov](mailto:OPHPM@isdh.in.gov) with your Health Department name
- II. Opening Remarks
  - a. Loren Robertson, Deputy Commissioner, 317-233-7877, [Lroberts@isdh.IN.gov](mailto:Lroberts@isdh.IN.gov)
- III. Indiana Public Health Workforce Development Education and Training Toolkit
  - a. Sarah Strawbridge, Workforce Development Coordinator, 317-234-1648, [sstrawbridge@isdh.in.gov](mailto:sstrawbridge@isdh.in.gov)
- IV. Questions
  - a. Please call-in or email questions
  - b. Call-In questions dial 1-866-899-5399 and then the pass code is \*9151728\*
  - c. Email questions to [OPHPM@isdh.in.gov](mailto:OPHPM@isdh.in.gov)
- V. Future Toolkit Webcasts
  - a. Wednesday, March 16, 2011 from 2-3 PM EST (Indianapolis Time)

Conference Call Etiquette:

- Please keep your phone on "mute" when not directly contributing to the discussion.
- If you must temporarily leave the call for a very short period of time, just leave your mute button on and come back as soon as possible.
- Check to see if your phone system has music or radio playing for customers on "hold". If so, do not use the "hold" button if you must leave the conference call momentarily. The music will play into the conference call.
- If you must leave the call early, just hang up without interrupting the conversation.
- Use appropriate equipment. If possible, always use a phone with a handset that is hard-wired into the phone lines
- Introduce yourself when you begin speaking - Others may not know your voice!